

HPE Desktop Mentor

Microsoft Office 365 migration

HPE Desktop Mentor is an online, self-service performance support tool, which helps your business users prepare for, and smoothly transition to, Microsoft® Office 365.

For an organization to realize the business benefits of Office 365, it is crucial that the impacted business user population understand the new ways in which the offering works. This maintains and enhances the productivity through the transition and beyond.

HPE recommends

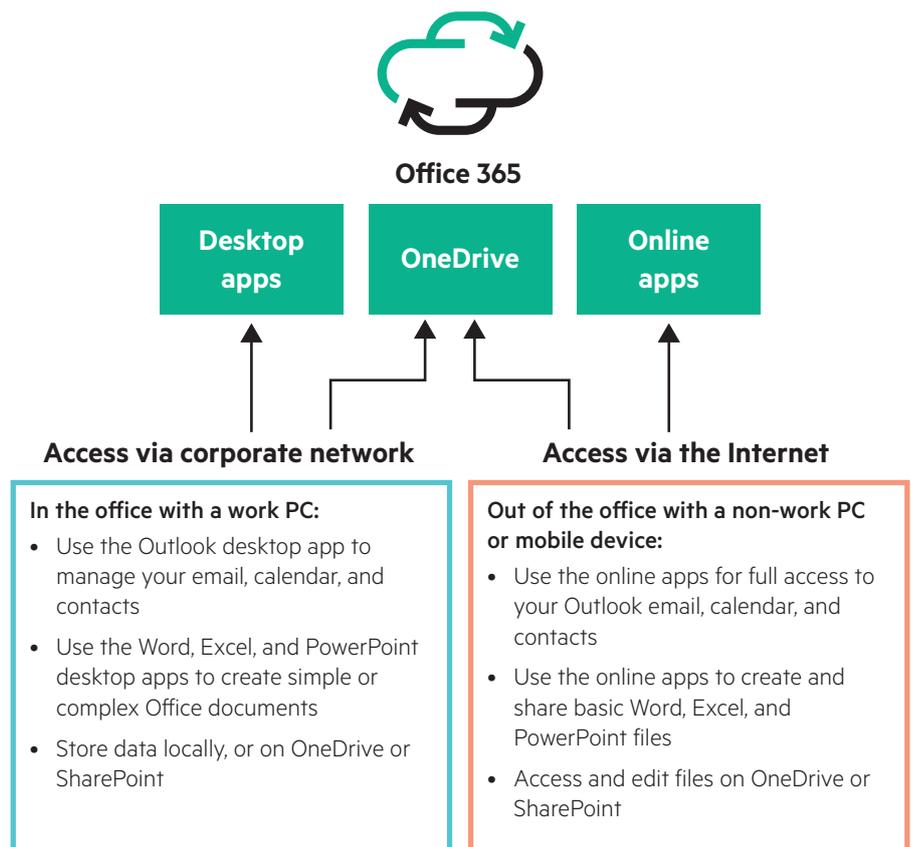


Figure 1: Office 365-Conceptual overview

Desktop Mentor helps business users to understand the bigger picture with Office 365 and provides answers to questions, which are essential to its successful implementation and utilization. Some of the questions are:

- When do I use the online apps versus the desktop apps?
- How do I use the online apps for best results?
- What devices can I use to access Office 365?
- What is OneDrive and how do I use it effectively?
- How do I access the Office 365 portal?
- Is my Office 365 portal password synchronized with my work password?
- How can I collaborate on documents with colleagues?

By providing quick answers to real-time questions, Desktop Mentor protects business user productivity and helps minimize the risk of disruption to the business that can occur with large-scale rollouts of this nature. In addition, Desktop Mentor can make a significant contribution to the management of change element of any people transformation program supporting the deployment of Office 365.

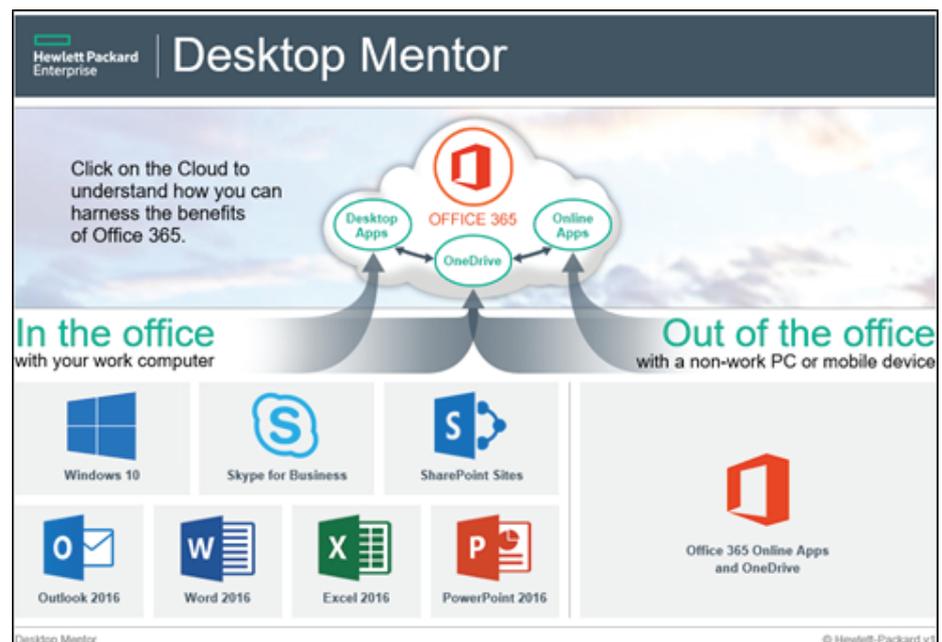


Figure 2: HPE Desktop Mentor–Home page

Better business outcomes

Keep personnel productive and performing business as usual during a period of change and introduce or enable new ways of working facilitated by new software.

Focus

Supporting business users before, during, and after new software rollouts

Microsoft Office 365 covers content for:

- Outlook
- Word
- Excel
- PowerPoint
- OneDrive for Business
- Skype for Business
- SharePoint Online

Desktop Mentor benefits

HPE Desktop Mentor Performance Support tool provides multiple benefits:

Protect productivity

- Find out how to do a task and carry on with your job—designed for speed of access
- Can be deployed before rollout to allow support organization and business users to familiarize with the new software in advance
- Reduce the risk of business disruption as it supports business users through the migration phase
- Can be accessed for business users post-rollout—for ongoing support, refresher training, and to learn new ways of working and collaboration
- Make a significant contribution to the communications and management of change through large-scale software rollouts

Reduce costs

- Decreases the need for formal face-to-face training and associated cost
- Protects support organization from high volume of “How do I?” calls on the new software leaving them to perform more proactive or strategic work
- Acts as a catalyst for transitioning business users to a culture of online, self-service support and thereby reducing support costs
- Reduces the payback period with early and effective use of new software
- Helps maximize return on investment

Desktop Mentor components

Desktop Mentor is organized into tasks and related topic pages. Users can choose to read the topic or learn by following an interactive “Show Me.” Users can test their knowledge and access simple quick reference guides.

Do you already have an e-learning content?

Desktop Mentor Performance Support tool can complement any existing formal e-learning training you may have. Desktop Mentor is specifically designed to support business users through a desktop migration project (a period of change).

It provides a “dip-in or dip-out” mode of access to provide quick answers to real-time questions enabling and protecting productivity. Formal e-learning training, identified and agreed with your line manager, is great for career development, for example, a finance professional wanting to advance their Excel skills from intermediate to advanced level. Together, they provide a comprehensive support model for the business.

Mobility

For a mobile workforce with touch-screen devices, Desktop Mentor runs on Windows®, iOS, and Android operating systems.

Tasks

Information presented as job-related tasks and not application features and functions

Topics

Clear, concise information providing quick answers to real-time questions

Tests

Informal tests allowing users to check their understanding

Show Me

Interactive simulations providing hands-on practice—not just play and watch

User guides and quick reference guides

Provides the option of printing hard copy output

How much does it cost?

Pricing is based on licenses for a given number of users, content topics, and customization. Also, an annual support fee provides ongoing updates reflecting minor upgrades to the Microsoft software. Contact one of our sales team for a quotation.

Demo site

Try Desktop Mentor for yourself: hp.com/learn/hp-dm-demo

System requirements

- Desktop Mentor uses XML/HTML pages, Cascading Style Sheets (CSS), JavaScript for topic pages, interactive simulations, and skill checks
- Adobe® Acrobat® Reader for downloadable PDF reference guides
- Internet Explorer 8.0 or higher
- HTML 5 compatible versions of Google™ Chrome, Safari, or Firefox
- JavaScript support
- Pentium® Processor Computer or equivalent, 16 MB RAM minimum, 1024 x 768 monitor; 256 color

No browser players or plug-ins are required. JavaScript must be enabled on the browser.

Contact HPE Education Services

You can find out more about HPE Desktop Mentor and how it can help your organization transition smoothly to new Microsoft Office 365 environment by contacting: hpe.sales@hpe.com

Learn more at
hpe.com/services/education



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